



Informing *decisions*

Service Delivery
Charter 2008-2011





From the AUSTRALIAN STATISTICIAN

THE AUSTRALIAN BUREAU OF STATISTICS (ABS) is committed to increasing access to Australia's wealth of statistical information. We do this by delivering timely, relevant and accurate statistical information, the use of which contributes to informed decision-making, research and discussion within governments, businesses and Australian and international communities.

Our website presents ABS data free of charge, and is supported by a telephone inquiry service to assist our customers in accessing our data. More complex data requirements are met through customised data consultancy and microdata access services that provide expert assistance on a cost-recovery basis. We are also contributing to the National Statistical System through our involvement in initiatives such as the National Data Network which provides a distributed library of data holdings relevant to policy analysis and research, and the standardised business reporting program designed to reduce the load on providers of information to governments.

This Charter outlines our commitment to providing a quality customer service, specifying what you can expect when you approach us for statistical or other information through any of our service channels.

The ABS seeks to continually improve our customer service, and would appreciate your feedback on the service you receive generally, and on the standards identified in this Charter in particular.

We recognise and greatly appreciate the support of the individuals and organisations who contribute to the ongoing wealth of statistical information about our nation by participating in ABS surveys. It is only with your assistance that the ABS can continue to produce the statistics that contribute to quality informed decision making.

Brian Pink

Australian Statistician

January, 2008

WHO WE ARE

Established as the Commonwealth Bureau of Census and Statistics, with the passing of the *Census and Statistics Act 1905*, the ABS is Australia's official national statistical agency. Changing name to the 'Australian Bureau of Statistics' in 1975 with the passing of the *Australian Bureau of Statistics Act 1975*, the ABS is an agency under the Treasury portfolio. The Minister with portfolio responsibility for the ABS is the Assistant Treasurer.

As an organisation, we remain relevant to national, state and territory needs by collecting the relevant data, processing it to world-leading standards and delivering information solutions to our many customers. To address statistical needs, we make every effort to minimise the obligations on the Australian community by using existing data wherever possible to satisfy needs and sophisticated statistical methodologies to reduce the load on our respondents.

Our Mission

We assist and encourage informed decision-making, research and discussion within governments and the community, by leading a high quality, objective and responsive national statistical service.



WHAT WE DO

The ABS provides statistics on a wide range of economic, industry, environment and energy, people and regional matters, covering government, business and the community in general. We also have an important leadership and coordination function with respect to the statistical activities of other official bodies, both in Australia and overseas.

ABS' statistical priorities are determined through our key advisory body, the Australian Statistics Advisory Council (ASAC). ASAC provides guidance on the directions and priorities of the ABS work program to the Minister and ABS. The ABS also consults extensively on statistical priorities with key users of statistics. Consultation takes place through ABS-organised user groups, covering needs for data on new or emerging topics and modifications to existing collections. While we recognise that it is impossible to satisfy all user demands, we seek to react positively and responsibly to the demonstrated needs of users, at the same time remaining conscious of the constraints on public spending and on the workload placed on the individuals and organisations providing information for our collections.



OUR CUSTOMERS

Users of statistics come from many sectors of the Australian community, including:

- Australian, State and Territory, and Local Governments;
- Private enterprise, including small business;
- Academics, students and teachers;
- Researchers and librarians;
- Media;
- Not-for-profit organisations; and
- The Australian community.

Overseas statistical users also access our website and consultancy services.

OUR COMMITMENT

ABS Values - what we believe and how we behave

As an Australian Public Service (APS) agency, ABS employees abide by the APS values. In addition, we hold the following values that are material to our role as an independent provider of information for Australia: integrity, relevance, service, access for all, professionalism and trust of providers.

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SERVICE STANDARDS

General inquiries - we will:

- answer 85% of calls to our telephone inquiry service within 30 seconds (between the hours of 9:00am and 4:30pm, Monday to Friday); and
- acknowledge the receipt of 99% of email inquiries and Inquiry Form Correspondence within five working days.

ABS website - we will:

- ensure the website is available 24 hours a day, seven days a week, subject to events out of our control;
- commence publishing to website at 11:30am (EST) Monday to Friday;
- advertise website unavailability for maintenance purposes one working day prior to the website being unavailable;
- fix 99% of broken web page links within three working days of notification by a customer; and
- refer 99% of requests for translation of any web product which is not suitably accessible for visually impaired users, to an appropriate translation service within three working days.

Consultancy services - we will:

- acknowledge the receipt of 99% of enquiries within one working day;
- provide 90% of quotes for information consultancy services within three working days of receiving your final specifications; and
- provide 90% of information consultancy services within five working days of receiving your instructions to proceed, or to a timeframe negotiated between you and the consultant.

Microdata access - we will:

- acknowledge the receipt of 99% of microdata enquiries within one working day;
- provide a full response to 85% of microdata enquiries within five working days;
- dispatch 90% of CURF microdata products within 15 working days of receipt of your completed CURF application form; and
- provide 90% of new CURF users with access within five working days to a CURF already approved for use in that organisation.

HOW WE CAN HELP YOU

In recognition of the diversity of our customers, we provide a range of statistical, information and other services, including:

Published data available free from our website
www.abs.gov.au

Telephone inquiry service 1300 135 070

(between the hours of 9:00am and 4:30pm, Monday to Friday);

Information consultancy data tailored to your specifications;

Statistical training;

Statistical consultancy help for government with survey design and other statistical services;

Outposted Officers to government agencies;

Microdata access including Confidentialised Unit Record Files (CURFs), Remote Access Data Laboratory (RADL), ABS Site Data Laboratory (ABSDL); and Email notifications and Really Simple Syndication (RSS) services.

More information about these services is available on our website, or by calling us on 1300 135 070.



HOW YOU CAN HELP US

To help us provide you with a high standard of service, we ask that you:

- treat our staff with courtesy and respect;
- provide us with information about your requirements, so that we can provide you with a product or service which best suits your needs;
- let us know if you have particular access or other needs so we can help accommodate them; and
- provide us with feedback about our products and services and about the service you receive from ABS staff using the range of feedback options available.

In our contact with you, we will:

- be professional, treating you with courtesy and respect;
- seek to understand your requirements, responding to your queries in a timely and accurate manner;
- help you to access and understand the statistics and other information that you receive from us;
- be consistent in the information we provide; and
- keep your personal data and information confidential.



COMPLIMENTS AND COMPLAINTS

We are constantly seeking to improve the ways in which data is presented, and made available to, our customers. If you wish to make a suggestion, or compliment an ABS staff member or team for the service you receive, we invite you to provide feedback by calling 1300 135 070 or using the website feedback form.

If you are not satisfied with the service you receive please discuss your concerns with the staff member with whom you have been dealing.

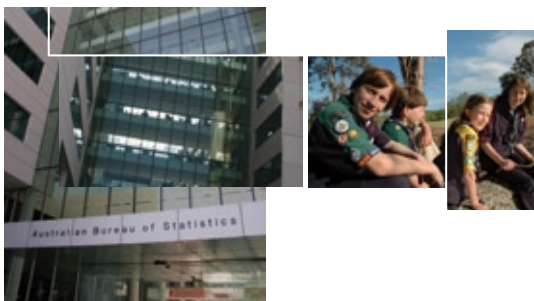
If you are still not satisfied, please contact the Director, Client Services in the ABS office with which you have been dealing (see page 11).

- The service delivery complaint will be acknowledged within one working day of receipt.
- The Director, Client Services in the ABS office with which you have been dealing will respond within five working days.

Finally, if still dissatisfied, you may request a review of the matter by writing to the Complaints Review Officer, a senior officer who was not involved in the original investigation of your complaint. The Complaints Review Officer will make an independent assessment of the matter based on information provided by you and the ABS.

Complaints Review Officer
Secretariat
Australian Bureau of Statistics
Locked Bag 10
Belconnen ACT 2616

If you are not satisfied with the outcome of the review, you may make a complaint to the Commonwealth Ombudsman.



CONSULTATION, FEEDBACK AND REVIEW

This Charter was developed in accordance with the Australian charter guidelines, and through consultation with customers, staff and stakeholders. It will be reviewed in 2010.

If you would like to contribute feedback on this Charter, or any other aspect of ABS service or performance, you may do so by completing the Evaluation Form at the end of this brochure or by using the website feedback form.

PERFORMANCE MONITORING AND REPORTING

We will report on our standard of service against this Charter's performance indicators in the ABS Annual Report. We are committed to improving our customer service based on internal monitoring and review, and on the feedback we receive.



HOW TO ACCESS ABS DATA, INFORMATION AND SERVICES

Published data available free from our website
www.abs.gov.au



We want to ensure our products and services are accessible to all users. Where any of our web products are not suitably accessible to visually impaired customers, the ABS will be pleased to arrange for the product to be translated into a more appropriate format. This service is provided at no additional cost to the user.

Contact the ABS between 9:00am and 4:30pm,
Monday to Friday:

Australian callers call our telephone inquiry service
1300 135 070

International callers + 61 2 9268 4909

ABS website via the **Contact Form** on the
‘Contact Us’ page

Other charters produced by the ABS for participants in ABS household surveys and business surveys can be found on our website.

ABS Offices are located in all States and Territories (postal addresses are below). If you require the street address of our offices, please contact us on 1300 135 070, or see 'Contact Us' on our website.

Central Office (Canberra)

Locked Bag 10
Belconnen ACT 2616

New South Wales

GPO Box 796
Sydney NSW 2001

Victoria

GPO Box 2796Y
Melbourne VIC 3001

Queensland

GPO Box 9817
Brisbane QLD 4001

South Australia

GPO Box 2272
Adelaide SA 5001

Western Australia

GPO Box K881
Perth WA 6842

Tasmania

GPO Box 66A
Hobart TAS 7001

Northern Territory

GPO BOX 3796
Darwin NT 0801

Australian Capital Territory

Locked Bag 10
Belconnen ACT 2616

Large print and other language copies of this Charter can be arranged by calling our telephone inquiry service on 1300 135 070.

To obtain a copy of this Charter in English, please contact the ABS on 1300 135 070.

للحصول على نسخة من هذا الميثاق باللغة العربية، يرجى الإتصال بالمكتب الأسترالي للإحصاءات ABS على الرقم 1300 135 070.

若要獲得一份本章程的粵語版本，請與澳大利亞統計局（ABS）聯絡，電話：1300 135 070。

Sollten Sie eine Ausgabe dieser Unterlagen in deutscher Sprache wünschen, so setzen Sie sich bitte mit der australischen Behörde für Statistik unter der Nummer 1300 135 070 in Verbindung.

Για να λάβετε αντίτυπο αυτού του Καταστατικού Χάρτη στα Ελληνικά, παρακαλείστε να επικοινωνήσετε με την ABS στο 1300 135 070.

इस प्रपत्र (चार्टर) की हिन्दी में प्रतिलिपि प्राप्त करने के लिए कृपया ए बी एस (आस्ट्रेलियन ब्यूरो ऑफ़ स्टैटिस्टिक्स) को 1300 135 070 पर फ़ोन करें।

Per richiedere la versione italiana del presente statuto, rivolgersi all'ABS, telefono 1300 135 070.

Да добиете копија од овој чартер (законик) на македонски, Ве молиме јавете се на Австралиското биро за статистика (АБС) на број 1300 135 070.

若要获得一份本章程的国语版本，请与澳大利亚统计局（ABS）联系，电话：1300 135 070。

Para obtener una copia de estos Estatutos en español, sírvase contactar al ABS al 1300 135 070.

Muốn có bản Hiến chương này bằng tiếng Việt, xin vui lòng liên lạc với Sở Thống kê Úc gọi số 1300 135 070.

Please fill in the card opposite by placing a cross in the appropriate box.
Return the tear-off portion by post. NO STAMP REQUIRED.
The survey findings will be used to improve our Service Delivery Charter and the quality of our services.

About the Charter

1. Overall, how informative did you find the Charter? (please tick one box)

2. How could it have been more informative?

3. How useful did you find each section of the Charter?
(please tick one box in each row)

How could it have been more useful?

About our services

4. How often have you used the following ABS services in the past 12 months?
(please tick one box in each row)

5. Overall, how satisfied are you with the ABS services you have used?
(please tick one box in each row)

6. In what capacity do you access ABS statistics?
(please tick one or more boxes)

7. Please select the type of statistics you most frequently use...
(please tick as many boxes as appropriate)

8. Please include any further comments about the Charter, or ABS service delivery

SERVICE DELIVERY CHARTER - EVALUATION FORM

Thank you for taking the time to complete this evaluation form. Your feedback will help us to improve our customer service, and will be reflected in future versions of the Charter. Your responses will remain confidential. Once you have completed the form, please return it to the address at the end of the form.

Very informative ☐ Informative ☐ Not informative ☐ Don't know ☐

	Very Useful	Useful	Not useful	Didn't read
From the Australian Statistician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who we are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What we do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our commitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How we can help you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can help us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliments and complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultation, feedback and review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance monitoring and reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to access ABS data, information and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	More than once a week	Weekly	Once or twice a month	Less than once a month	Haven't used in the past 12 months
Telephone enquiry service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABS consultancy services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABS website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Haven't used
Telephone enquiry service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABS consultancy services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABS website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Government/policy	<input type="checkbox"/>	Media	<input type="checkbox"/>	Private enterprise	<input type="checkbox"/>
Not for profit	<input type="checkbox"/>	Academic	<input type="checkbox"/>	Researcher	<input type="checkbox"/>
Student	<input type="checkbox"/>	Teacher	<input type="checkbox"/>	Other	<input type="checkbox"/>

Census	<input type="checkbox"/>	Labour Force	<input type="checkbox"/>	Health	<input type="checkbox"/>
Education	<input type="checkbox"/>	National Accounts	<input type="checkbox"/>	Price Indexes	<input type="checkbox"/>
International Trade	<input type="checkbox"/>	Industry	<input type="checkbox"/>	Population estimates/ demography	
Environment & energy	<input type="checkbox"/>	Other	<input type="checkbox"/>		<input type="checkbox"/>

Tear along perforation after completion



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IF POSTED IN AUSTRALIA



Australian Bureau of Statistics
National Client Services
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Belconnen ACT 2616



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